



New Program Owner/ Continuing Ed Training

State of Georgia

DUI Alcohol or Drug Use Risk Reduction Program

Presented by
Georgia Department of Driver Services
Regulatory Compliance Division
May 4, 2011

Purpose



To educate new Risk Reduction Program Owners of the following:

- The Regulatory Agency Department of Driver Services
- The Administrative Rules and Regulations governing the program
- > RRP Forms Bundle

DUI Alcohol or Drug Use Risk Reduction Program Facts



- The Georgia Department of Driver Services (DDS) is the agency statutorily responsible for administering Georgia's DUI Alcohol or Drug Use Risk Reduction Program.
- The Risk Reduction program moved to the Department of Driver Services from the Department of Human Resources in 2005 as a result of House Bill 501, the same law that created DDS.
- As of April 1, 2011, there were:
 - 239 certified Risk Reduction Programs
 - 276 Risk Reduction Directors
 - > 514 certified Risk Reduction Instructors





Mailing Address

2206 East View Parkway Conyers, GA 30013

Call Center

678.413.8400

1.866.754.3687

Check DL Status

404.657.9300

Regulatory Compliance

678.413.8745

General Email

reginfo@dds.ga.gov



Regulatory Compliance Division



Regulatory Compliance Division

- Risk Reduction/ DUI
- Ignition Interlock
- Driver Training
- Third Party Testing
- Driver Improvement
- Alcohol and Drug Awareness (ADAP)
- Limousine Chauffeur

Regulatory Compliance Division Management Team



- Michael B. Mitchell, Division Director
- Kecia Bivins, Program Administration Manager
- Jodie L. McLeod, Field Operations Manager

Regulatory Compliance Division Program Administration Staff

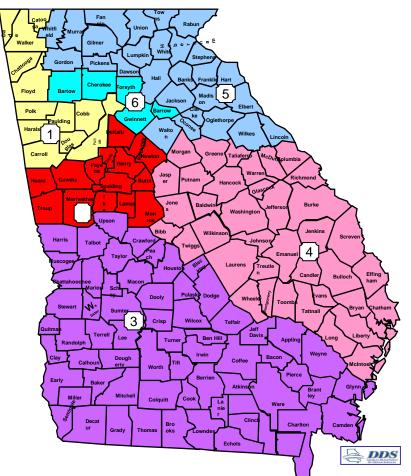


Name	Email	Phone
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Janice Raiford	jraiford@dds.ga.gov	678-413-8746
Lynne Swaney	Iswaney@dds.ga.gov	678-413-8859
Erica Jackson	ejackson@dds.ga.gov	770-929-3205
Elizabeth Nelson	enelson@dds.ga.gov	678-413-8536
Roy Wilcox	rwilcox@dds.ga.gov	678-413-8747
Lucy Thorne	Ithorne@dds.ga.gov	678-413-8533
Ealy Barfield	ebarfield@dds.ga.gov	678-413-8827
Aubrey Thomas	athomas@dds.ga.gov	678-413-8603



Field Operations Staff & Area Assignments

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Area #	Analyst Assigned	Email Address	Cell Number
1	Nelda Chatman	nchatman@dds.ga.gov	(404) 909-4662
2	Gloria Cousins	gcousins@dds.ga.gov	(404) 909-4727
3	Vacant		
4	Lisa Marks	lmarks@dds.ga.gov	(404) 909-4484
5	Karen Miller	kmiller@dds.ga.gov	(404) 909-5242
6	Leah England	lengland@dds.ga.gov	(404) 909-4635

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Rules and Regulations





- Possess and maintain clear criminal record.
- Possess and maintain a safe driving record.
- Remain free from substance abuse and illicit drug use.

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Be at least 21 years of age.



- No person shall operate a Program without first being certified by the Department.
- Only certified Owners, partners, and stockholders are authorized to exercise management and control over Program operations.



- Consent for Background Investigation with notarized signatures from each Owner, partner, or stockholder.
- GAPs
- MVR if licensed in another state within the last 5 years
- Photo taken in last 30 days
- Either a copy of the Program's Certificate of Incorporation from the SOS or proof that the Program's adopted business name has been filed with the Clerk of Superior Court in the county where the program is located.
- Copy of Program's Business License
- Proof of a continuous Surety Bond in the principal sum of \$10k per location
- A fire code inspection report from a fire marshal showing no violation for each Program location and dated within 90 days of filing the Program application. (some exceptions)
- Copy of Program's standard business hours and days of operation
- Notarized letter appointing one or more individuals as Program Director
- Letter of Intent from certified Instructor.
- Signed and notarized Confidentiality Statement from each owner, partner, stockholder
- Draft of student Assessment Contract
- Draft of Intervention Contract



- Risk Reduction Program certification is valid for a period of four (4) years, unless such certification is cancelled, suspended, or revoked.
- Applications for Program recertification shall be submitted to the Department 30-90 days prior to the expiration of the existing certification.
- Any Program Owner whose certification has expired shall not conduct business until a completed recertification application has been submitted and approved by DDS.
- If a Program Owners certification has expired and remained expired for a period for more than one (1) year, a new application is required.
- DDS may require additional information or verification that is reasonably related to making a determination regarding recertification.



- In the event of the Program Owner ceases to be actively engaged in the operation of a Program, the Owner shall immediately notify DDS and return his/her certification.
- A Program Owner ceases to be actively engaged in the operation of a Program when he/she fails to conduct a class for a period of one (1) year.
- If within 6 months of applying for renewal, person has undergone a background investigation for another regulated program, he or she shall not be required to submit new fingerprints. DDS will utilize information obtained from the previous investigation in considering eligibility.
- If a Program Owner offers multiple regulated programs/ holds multiple certifications, he/she may align their certifications to reflect the same expiration date. The request must be made in writing.



- The certification of a Program is not transferable. A Program must apply for certification at least 60 days prior to any change in Program Ownership.
- All new Program Owners, partners, and stockholders shall meet the requirements set forth.
- The Program shall return old certificates to DDS prior to receiving new certificates.
- If the change in ownership is the result of death of Owners, the Program may continue to operate for a period of sixty (60)days pending completion of the new Program application.

Structure of the Georgia Risk Reduction Program



- The Georgia Risk Reduction program consists of two components: the Assessment Component and the Intervention Component.
- The only Risk Reduction <u>assessment provider</u> certified by the Department of Driver Services is ADE, Incorporated.
- The only Risk Reduction <u>intervention provider</u> certified by the Department of Driver Services is **Prime For Life**, **Incorporated.**





Assessment Fee \$ 82

Intervention Course Fee 190

PRI Workbook Fee + 20

TOTAL \$292

Ga. Admin. Comp. Ch. 375-5-6-.26 Fees



- Fees charged to students by programs for any program component will be in strict accordance with O.C.G.A. 40-5-83(e).
- An additional fee shall be set by the department for required student program materials. This fee must be charged by each program. It is not optional unless specifically exempted by law.
- No Program Owner, Director, Instructor, employee, volunteer, agent, or representative may offer any Program component free of charge or charge a reduced or inflated fee for any Program component or required Student Program materials.
- Fees for the Assessment Component shall be paid prior to administering the Assessment Component; and fees for the Intervention Component shall be paid prior to the scheduled class beginning time.
- No Program Owner, Director, Instructor, employee, volunteer, agent, or representative shall withhold, or allow the withholding of a certificate of completion from any Student who successfully completes all Program requirements because of non-payment of course fees.

Ga. Admin. Comp. Ch. 375-5-6-.28 Inspections, Investigations, and Program Monitoring



- The department is authorized to inspect, monitor, and investigate Programs to determine compliance with Rules and Regulations of the Department.
- Program Owners, Directors, Instructors, staff, employees, representatives, and any agents thereof, shall cooperate with any inspection, or investigation by the Department and shall provide, without delay, any information reasonably requested by the Department.
- Programs shall be notified of deficiencies in writing and advised of the target deadlines for remediation thereof.

Ga. Admin. Comp. Ch. 375-5-6-.25 Program Advertising and Solicitation



- Programs shall not use the logo of the Department, any logo or symbol of any other governmental entity, or the seal of the State of Georgia in any advertising or on any Program stationary or correspondence.
- No Program Owner, Director, Instructor, employee or agent shall directly or indirectly solicit business personal solicitation on public property, by phone or by mail.





All Program records that identify any Student or Offender by name or inference shall be maintained as confidential and shall not be released to any person, other than the Department, without the written consent of the Student/Offender or upon court order.





- Administrative Fines
 - ➤ The Department has the authority to assess an administrative fine, not to exceed \$1,000.00 per violation, against any Program or Program Owner, Director, or Instructor that fails to comply with any Program requirement.
 - ➤ In determining the amount of the fine, the Department may consider the seriousness of the violation, whether the same or any other Rule or Regulation has been violated previously by the same Program or Program Owner, Director, or Instructor, and whether procedures designated to prevent the violation were in place and were followed.





The Department shall have the authority to deny, cancel, suspend, or revoke the Certification of any Program or Program Owner, Director, or Instructor for noncompliance with the Rules and Regulations of the Department; or assess administrative fines against any Program for noncompliance with the Rules and Regulations of the Department.



Program Owner Responsibilities

375-5-6-.12 General Program Owner Responsibilities



- In addition to meeting all other Program requirements, every Program Owner is responsible for the following:
 - Providing services for the Assessment and Intervention Components of the Program;
 - The actions of all Program employees, volunteers, agents, representatives, and Instructors carried out within the scope of employment;
 - Maintaining for every Director, Instructor, employee, volunteer, agent, or representative a personnel folder containing their job application, signed statements required by these rules, and, if applicable, a copy of each Instructor's current Certification;
 - Ensuring that Students or Offenders know where and how to obtain information about local alcohol/drug treatment resources and self-help support groups;
 - Ensuring Students or Offenders know where and how to obtain information about clinical evaluators certified by the Georgia Department of Human Resources;

375-5-6-.12 General Program Owner Responsibilities - Continued



- Training all Program employees, volunteers, agents, or representatives who have contact with Students or Offenders to provide accurate information regarding the Program and maintain Student confidentiality;
- Participating in Program evaluations and research projects, as directed by the Department;
- Prohibiting the solicitation of Students or Offenders for insurance, legal services, bail bonds, specific clinical evaluators or treatment providers, ignition interlock providers, or any other product or service;
- Ensuring the quality of instruction and delivery of the Program in a professional manner conducive to learning
- Ensuring that each Student receives a new and unused copy of the required student workbook; and,
- Ensuring that a certificate of completion is immediately issued to each Student who successfully completes all Program requirements.
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Program Employees



375-5-6-11 Program Employees

- Each Program employee, volunteer, agent, or representative who provides any Program service to Offenders or Students, has access to Program records, or who has telephone or face-to-face contact with Offenders or Students shall meet the following requirements:
 - Be at least eighteen (18) years of age
 - Sign a confidentiality statement provided by the Department agreeing to hold the identity of Students and Offenders and Student records confidential;
 - Sign a statement provided by the Department affirming that he or she is not excluded by any of the provisions of 375-5-6-.03;
 - Sign a statement cosigned by the Program Owner that the employee has received orientation on these rules and operations guidelines relevant to that employee's job duties; and
 - Never have been found to have participated in the falsification of records, issuance of false or fraudulent certificates, or the theft of certificates from a certified Program.
 - The Department may cancel, suspend, or revoke the Certification of any Program if it is determined that the Program or Program employees, volunteers, agents, or representatives have violated any provision of this chapter.



375-5-6-.19 Program Hours of Operation

- Each Program shall maintain business hours of at least fifteen (15) hours per week.
- Each Program shall notify the Department of its business hours upon application for Certification.
- Each Program shall report any deviations from the Program's set business to the Department, in writing, at least forty-eight (48) hours in advance, except in cases of emergency.
- Program staff shall be available during business hours to answer the telephone, furnish information about the Program's operation, verify services provided, and to produce records and documentation requested by the Department.



Assessment Transfers

- Release/Transfer of Assessment results are allowed if transferred to;
 - Clinical Evaluator
 - Another Risk Reduction Program
 - Court Official, Probation Officer, Employer
- Transfers to another Program are allowed in cases of;
 - Course cancellation
 - Student/Offender has moved +30 miles from where assessed
 - Program Closure/Temporary Closure
 - Documented emergency



Assessment Transfers

Process for Assessment Transfers

- Authorization for the Transfer and/or Release of Assessment Results Form <u>must be filled out and signed by the student/offender</u>
- Fee <u>up to \$25.00</u> may be charge to transfer Assessment to another program or clinical evaluator.
- Verbal approval from the Department of Driver Services is required before Assessment results can be transferred to another Risk Reduction Program.
- Document the name of the DDS staff member who approved the transfer on the Transfer and/or Release of Assessment Results Form
- Approval may be obtained by contacting 678-413-8745 by 4:00 p.m. Monday through Friday, excluding holidays.
- Programs shall transfer by fax or mail a copy of the Assessment Component results of any Offender to any clinical evaluator designated by the Offender within five (5) business days of the receipt by the Program of a written release.



Risk Reduction Forms Bundle

Certified Program Owners and Program Directors may request any of our updated forms/ templates by contacting us at reginfo@dds.ga.gov or 678-413-8745.

Ga. Admin. Comp. Ch. 375-5-6-.16 Program Records



- Class Files
 - Labeled with the class dates and maintained in chronological order by dates of the class
 - Original class roll and Program copy of the class roster
- Student file Shall be maintained for each Student enrolled in any Program component:
 - Original assessment contract
 - Assessment answer sheet
 - Assessment results
 - Assessment summary sheet
 - Student information sheet
 - Original Intervention contract
 - Graded Intervention post test
 - Certificate of completion
 - Replacement certificates of completion (if applicable)
 - Any other documents that pertain to the student

Class files, class rosters, and assessment results shall be maintained for a period of five (5) years



Record Keeping – Student File

- Each student file should contain the following;
 - Intervention Contract-Original
 - Assessment Contract-Original
 - Assessment Answer Sheet
 - Assessment Results
 - Assessment Summary sheet
 - Student Information sheet
 - Graded Intervention post test
 - Certificate of Completion
 - Replacement Certificate if applicable
 - Any other documents that pertain to student
 - Example Excused absence documentation, Transfer request



Record Keeping – Class File

- Programs shall maintain the following for each class conducted;
 - Shall be labeled with the class dates and maintained in chronological order by dates of the class and contain;
 - Original copy of Class Roster
 - Signed by Program Owner/Director
 - Original copy of Class Roll
 - Must contain the signatures of each student attending the class – Sign at the beginning of each session
 - Signature of Instructor teaching the class
 - Student File for each student listed on the Class Roster
 - To be maintained as directed



General Program Records

Assessment Roster File

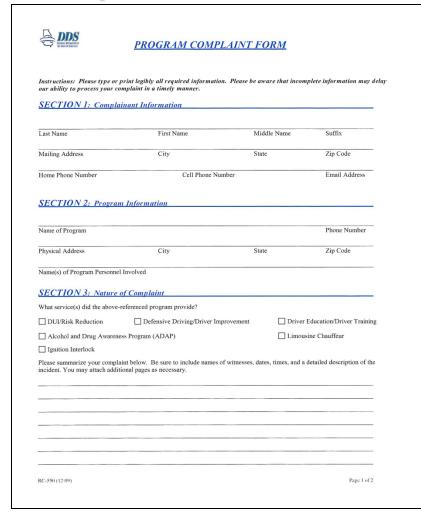
- Assessment Roster Files shall be retained for a period of twenty-four (24) months.
- Assessment Roster Files shall contain the monthly assessment rosters and copies of rebate checks
- Assessment Roster Files shall be organized chronologically by month and calendar year.
- Records of offenders assessed who have not enrolled in a class shall be placed in the Assessment Roster file with the appropriate months assessment roster

Comprehensive Student Offender List

- Maintain for a period of five (5) years a list of everyone to whom they have provided a service
 - May be maintained by any of the following methods card file, computer database, or other media.
 - Must contain
 - Name, address and phone number
 - Drivers License and Social Security numbers
 - Date of Birth
 - Date of assessment
 - > Intervention component instructors name
 - Certificate of completion number
 - Date of issue of any replacement Certificate of Completion
- Intervention course rosters shall be forwarded to the department within 15 days of class completion.
 - Fax to 678.413.8735 or 678.413.8736



Complaint Form



What are your losses? (If app.	licable)	
In your opinion, how should t	this complaint be resolved?	
Was there a contractual agree	ment between you and the above-re-	ferenced program? (If yes, please attach a copy)
☐ Yes ☐ No		
SECTION 4: Comple	ainant Affirmation	
Under penalty of law, I do h best of my knowledge.	nereby swear or affirm that the inf	ormation provided herein is complete and accurate, to the
I understand that this comp O.C.G.A. §50-18-70, et. seq.	plaint may be subject to public disc	closure in accordance with the Georgia Open Records Act,
		ess in any criminal or administrative proceeding that may
Signature:		Date:
Print Name:		Special Note:
		Program Complaint Forms are s
		to disclosure in accordance w Georgia Open Records Act.
		Anyone submitting may be
		subpoenaed as a witness in a criminal or administrative
		proceeding.
You may submit this form a	and any supporting documentation	using one of the following methods:
By mail	-OR-	By Facsimile
Georgia Department of Driv Attention: Regulatory Com 2206 East View Parkway Conyers, Georgia 30013		678-413-8735 Attention: Mistie Odum
Conyers, Georgia 30013		

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What Programs Send to Analyst

- Program Monthly Accounting Form
 - > 10th day of each month
 - DUI/RR and Driver Improvement Programs only
- Quarterly Schedules
 - > 1st Quarter June 15th
 - > 2nd Quarter September 15th
 - > 3rd Quarter December 15th
 - > 4th Quarter March 15th
 - Revisions to Quarterly Schedules and class cancelations should be sent to Analyst



Updates

Georgia

Discontinued use of Student ID#s

- Old DUI Guidelines
- > 12 digit #
 - Program's 4 digit Certification #
 - Current date (mm/dd/yy)
 - > 01-99 in consecutive order (as last 2 digits)



Georgia

No DL/ No SSN

- No DL= All 0's on Assessment
- No SSN = All 9's on Assessment
- None or NA on Rosters, Rolls, COCs





DUI Assessment Fees

Send all Assessment Fees and Assessment Rosters to the attention of:

Attention: Accounting Georgia Department of Driver Services 2206 East View Parkway Conyers, Georgia 30013

- Include the schools' certification/ID # on checks/rosters
- Rebates are due on 10th of the following month
- Letters regarding late checks and/or rosters will be sent on the 15th
- If rebates are still not received by DDS by the 1st day of the next month, an administrative fine will be imposed



Assessment Payment Options

As of January 2011, we offer 6 payment options:

- Credit card
- Debit card used as a credit card Visa or Mastercard
 - No pin entered debit cards can be accepted
- Check
- Money Order
- Certified Funds
- Cash (Delivered to DDS Headquarters in Conyers only)



Assessment Credit Card Payment

If you choose to pay Assessment Fees by Credit Card please be mindful that:

- DDS will not retain your credit card information
- You must complete and submit a Credit Card Payment Authorization Form <u>each time you wish to use the credit card</u> <u>payment option.</u>
- Please be mindful of your credit card limits
- If your credit card is declined on 3 separate occasions, you will lose your privilege to pay using this method
- ➢ If assessment fees are declined or not received by the 10th calendar day of the month, DDS will mail a late notice which details the potential consequences of delinquent payments.
- Note If delinquent assessment fees still have not been received by the first business day of the following month, the program shall be subject to an administrative fine.

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No Assessments Procedure

Send correspondence or blank roster stating no assessments were conducted for the month via:

Mail: 2206 East View Pkwy Conyers, GA 30013

Email: reginfo@dds.ga.gov

Fax: 678-413-8736

- Include the schools' certification/ID # on correspondence
- Correspondence due on 10th of the following month
- Letters regarding late checks and/or rosters will be sent on the 15th
- If rebates are still not received by DDS by the 1st day of the next month, an administrative fine will be imposed



RCD Strategic Initiatives

Mike Mitchell



Strategic Initiatives

- Revision of Ignition Interlock Device Rules
- Phase 2 of the Online Certificate Reporting Application (OCRA)
- Digital Imaging



ADE Update

Mike Mitchell

ADE NEEDS Assessment



- Discontinued support of Key Version
- February 1, 2010 implementation PASS web v4.0
- Benefits
 - Online Ordering
 - Enhanced Reporting
 - Multi-computer Access
 - Interactive Assessments

ADE: 800-334-1918 or Support@adeincorp.com



DDS Info and Upcoming Training Events

Mike Mitchell







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New Services

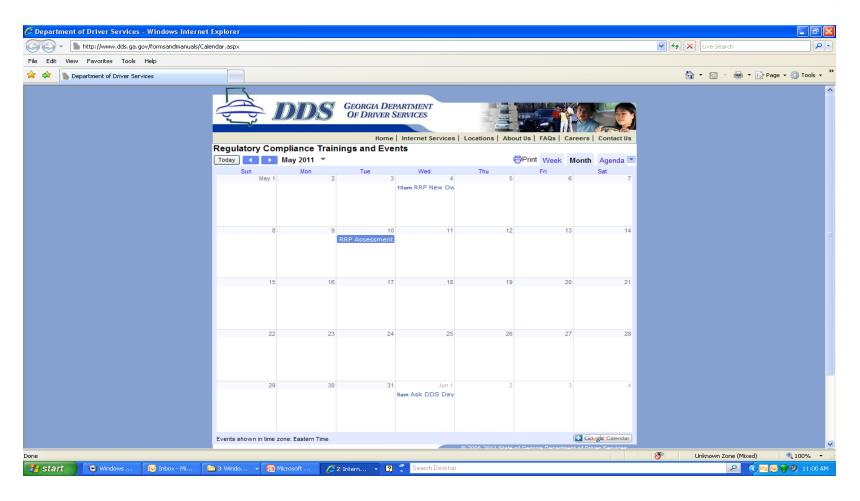
- Immediately create a secure customer account
- Receive multiple services in 1 transaction
- Request an ID card (already a ID holder)
- Request Certified MVR
- Check moving violation points
- Pay FTA fees

Improved Services

- Renew Card
- Change Address
- Replace Lost/ Stolen card
- Pay Super Speeder Fines



Google Calendar





Upcoming Training and Events

Third Party Testing Training

As needed basis

Driver Training Instructor Training

2nd and 4th Thursdays

Ask DDS Day

June 1

DUI New Director /Continuing Ed Training

- > April
- December

PRI New Instructor Training (Rules portion)

January 18 – 21 Duluth

April 4 – 7 Macon

July 11 – 14 Macon

July 25 – 28 Duluth

October 3 – 6 Duluth

DUI Judicial Outreach throughout state

Q & A



